IBM Software Subscription and Support value
Client compilation video transcript

Speakers:
Patricia Sparza
Dwight Bowman

Patricia Sparza: Having access to IBM support is extremely important because a lot of the times I can't find the answer on my own. My teammates and I will have exhausted our efforts.

Dwight Bowman: Just recently we had a situation where we opened a SEV1 ticket with IBM because we were trying to go live with a product and there was a piece that suddenly wasn't working for us.

The PMR support for IBM directed us to the answer.

Installing and configuring our solutions on IBM software and having access to the subscription support to help us while we are doing those configurations is real important.

Patricia Sparza: I don't have to constantly go online and check the site. I get the feeds sent to my email and I browse that. And if there is a fix for one of the problems we are experiencing I know I can go download the fix.

IBM gives you many options. They took it to that next level to get us the support we need.